California



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Office of the Patient Advocate

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ADVOCATE



ADVÖCATE

HEALTH PLAN PROBLEMS?

Contact the Help Center 2

Get Local Help

Community Events and Awareness

Managed Health €re Help Center



Welcome to the Office of the Patient Advocate

We created our site to provide you with the tools needed to become your own best patient advocate. You can find helpful information about How to Use your Health Plan and a Quality Report Card on the top HMOs and medical groups in California. If you have any questions, please Contact us.

Sandra Perez Director

Get Quality Health Care

- ► CA Health Plan Report Card
- ► CA Medical Group Report Card
- ► Services in Other Languages
- ▶ What is Health Care Quality?

Take Control of Your Health Care

- ► Free Educational Materials
- Select the Right Plan
- ► Health Care Costs
- ► CA Patient Rights 3
- Consumer Alert: Get Language Services You Need

What's New?

- ▶ 2009 Health Care Quality Report Card
- ► How To Use Your Health Plan Guide
- ► Research and Reports
- ► OPA Events Calendar
- ► RFPs and Winning Bids

The Patient Advocate Videos



Becoming Your Own Best Advocate...



Getting the Most Out of Your Health Care



Does Your Health Care Measure Up?



California Office of the Patient Advocate

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Are You Getting Quality Health Care? Review our quality ratings to see if you and your family are getting the care you deserve.



lan ratings

health insurance plans rate on the quality of care their

calicare... Medi-Cal... Healthy Families... CalPERS...

Health care provider ratings

Find out how medical groups, their doctors and other propatients receive

Medical Groups... Hospitals... Long-Term Care





assistance and services for non-English speaking

ervicios en otros idiomas...

Find research and background material on health care quality in

About quality... About managed care... About health



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ADVOC

About OPA How to Use Your Health Plan Quality Report Card | Contact Us

Health Plans Doctors and Medical Groups Hospitals and Long-Term Care Language Services Research and Background

Related links

Enroll in Healthy Families 团

Healthy Families home 回 page

Language services for Healthy Families members

Language services for Healthy Kids members

About the Health Care Quality Report Card

Health Plans 🕨

Healthy Families



Healthy Families is low cost insurance for children and teens. Healthy Families provides health, dental, and vision coverage to children who do not quality for Medi-Cal and who do not have health insurance.

Healthy Families has a website to help you choose a health, dental, and vision plan in your county. It can also help you choose a doctor and dentist. You can compare the plans in your county on how much you pay and how patients rate their care.

See the Healthy Families health plan quality ratings to help you choose the health plan that is best for you and your family.

Treating Children: Preventive Care

- Child Immunizations
- Well-Child Visits for Infants
- Well-Child Visits for Children

Treating Adolescents: Preventive Care

- Adolescent Well-Care Visits
- Chlamydia Screening (ages 16 18)

Treating Children: Getting the Right Care

- Asthma Medicine for Children
- Treating Children with Throat Infections
- Treating Children with Upper Respiratory Infections

Mental Health Services

- Mental Health Services Use
- Alcohol and Drug Dependence Services Use

How Members Rate Health Plans 回 Health plans are rated on what patients say about getting appointments, how well doctors' talk with patients and more.

Back to Top Glossary Directory Request information by mail Site Map Feedback? Take our survey.

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Links with this symbol 团 link to external sites. OPA cannot endorse the quality or accuracy of information contained on other sites.

Healthy Families | | Treating Children: Preventive Care Child Immunizations

What Was Measured?

The percentage of children in the health plan who received, by age two, the vaccinations recommended by the Centers for Disease Control and the American Academy of Pediatrics.

Why Is It Important?

Shots, also called vaccines or immunizations, are an easy and proven way to protect your child from serious illness. Without shots, children can die from diseases like measles, tetanus, hepatitis B and meningitis. Good care includes sending reminders when your child needs the shots and making it easy to get the shots.

Look for differences of at least 4%. Smaller differences usually are not significant		Child Immunizations We compared Healthy Families Program members' records to a set of national standards for quality of care.	
		0% (Worse)	(Better) 100%
San Francisco Health Plan	94%		
Contra Costa Health Plan	89%		
Kern Family Health Care	87%		
Alameda Alliance for Health	86%		
Kaiser Permanente - Northern California	85%		
CenCal Health	85%		
Health Plan of San Joaquin	83%		
Health Net of California, Inc.	82%		
Inland Empire Health Plan	81%		
Kaiser Permanente - Southern California	81%		
Care1st Health Plan	81%		
Central Coast Alliance for Health	80%		
Santa Clara Family Health Plan	79%		

Health Plan of San Mateo	78%	
CalOptima	78%	
Molina Healthcare	77%	
Community Health Plan	71%	
Anthem Blue Cross - HMO	70%	
Community Health Group	69%	
Blue Shield of California - HMO	68%	
Blue Shield of California - EPO	65%	
Anthem Blue Cross - EPO	59%	
L.A. Care Health Plan		Too few Healthy Families members in sample to report
Ventura County Healthcare Plan		Too few Healthy Families members in sample to report

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Healthy Families | | Treating Adolescents: Preventive Care

Adolescent Well-Care Visits

What Was Measured?

The percentage of teenagers in the health plan, ages 12-18, who had one or more well-care visits with a primary care doctor.

Why is it important?

Well care visits give health care providers a great opportunity to help teenagers who are at risk for many health problems that are preventable. Counseling and treatment can help youngsters avoid or recover from a number of problems including addictive behaviors like alcohol, smoking and drug use; sexually transmitted diseases and pregnancy; eating disorders and mental disorders. All of the leading causes of adolescent death — accidents, homicide and suicide — are avoidable and well care services are one way for teens to get the help they need.

San Francisco Health Plan CalOptima Health Plan of San Joaquin Alameda Alliance for Health Molina Healthcare 55% Central Coast Alliance for Health	Adolescent Well-Care Visits We compared Healthy Families Program members' records to a set of national standards for quality of care.	
Plan CalOptima 67% Health Plan of San Joaquin Alameda Alliance for Health Molina Healthcare 55% Central Coast Alliance	(Better) 100%	
Health Plan of San Joaquin Alameda Alliance for Health Molina Healthcare Central Coast Alliance 58% 58%]	
Joaquin Alameda Alliance for Health Molina Healthcare 55% Central Coast Alliance		
Health Molina Healthcare 55% Central Coast Alliance		
Central Coast Alliance 55%		
122/2		
for Health		
Health Plan of San Mateo		
Contra Costa Health Plan		
CenCal Health 50%		
Inland Empire Health Plan		
Anthem Blue Cross - 49%		
Santa Clara Family Health Plan		
Care1st Health Plan 48%		

Health Net of California, Inc.	47%	
Community Health Group	43%	
Kern Family Health Care	43%	
L.A. Care Health Plan	42%	
Community Health Plan	42%	
Kaiser Permanente - Southern California	37%	
Anthem Blue Cross - EPO	35%	
Kaiser Permanente - Northern California	33%	
Blue Shield of California - HMO	32%	
Ventura County Healthcare Plan	28%	
Blue Shield of California - EPO	26%	

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Healthy Families | | Treating Children: Getting the Right Care Treating Children with Throat Infections

What Was Measured?

The percentage of children in the health plan, ages 2-18, who have pharyngitis (throat infection) and were given an antibiotic medication, were tested for strep throat.

Why is it important?

A child who has a throat infection should be tested for strep throat before being treated. A throat culture is the test that tells the doctor whether or not your child has a strep infection and whether or not to prescribe antibiotics. Without the test, your child may be given an antibiotic when it is not needed. Good care means making sure children are tested for a strep infection before they are given antibiotics.

		•	
Look for differences of at least 4%. Smaller differences usually are not significant		Treating Children with Throat Infections We compared Healthy Families Program members' records to a set of national standards for quality of care.	
		0% (Worse)	(Better) 100%
Kaiser Permanente - Northern California	88%		
Kaiser Permanente - Southern California	84%		
Community Health Group	56%		
Alameda Alliance for Health	52%		
Health Plan of San Mateo	49%		
Blue Shield of California - EPO	47%		
Central Coast Alliance for Health	46%		
Ventura County Healthcare Plan	39%		
Molina Healthcare	35%		
Health Plan of San Joaquin	31%		
Anthem Blue Cross - EPO	30%		
Health Net of California, Inc.	28%		
Contra Costa Health Plan	26%		

Santa Clara Family Health Plan	25%	
Kern Family Health Care	24%	
Blue Shield of California - HMO	23%	
Anthem Blue Cross - HMO	21%	
Inland Empire Health Plan	15%	
San Francisco Health Plan	14%	
Community Health Plan	13%	
CalOptima	11%	
L.A. Care Health Plan	8%	
Care1st Health Plan	6%	
CenCal Health	5%	

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